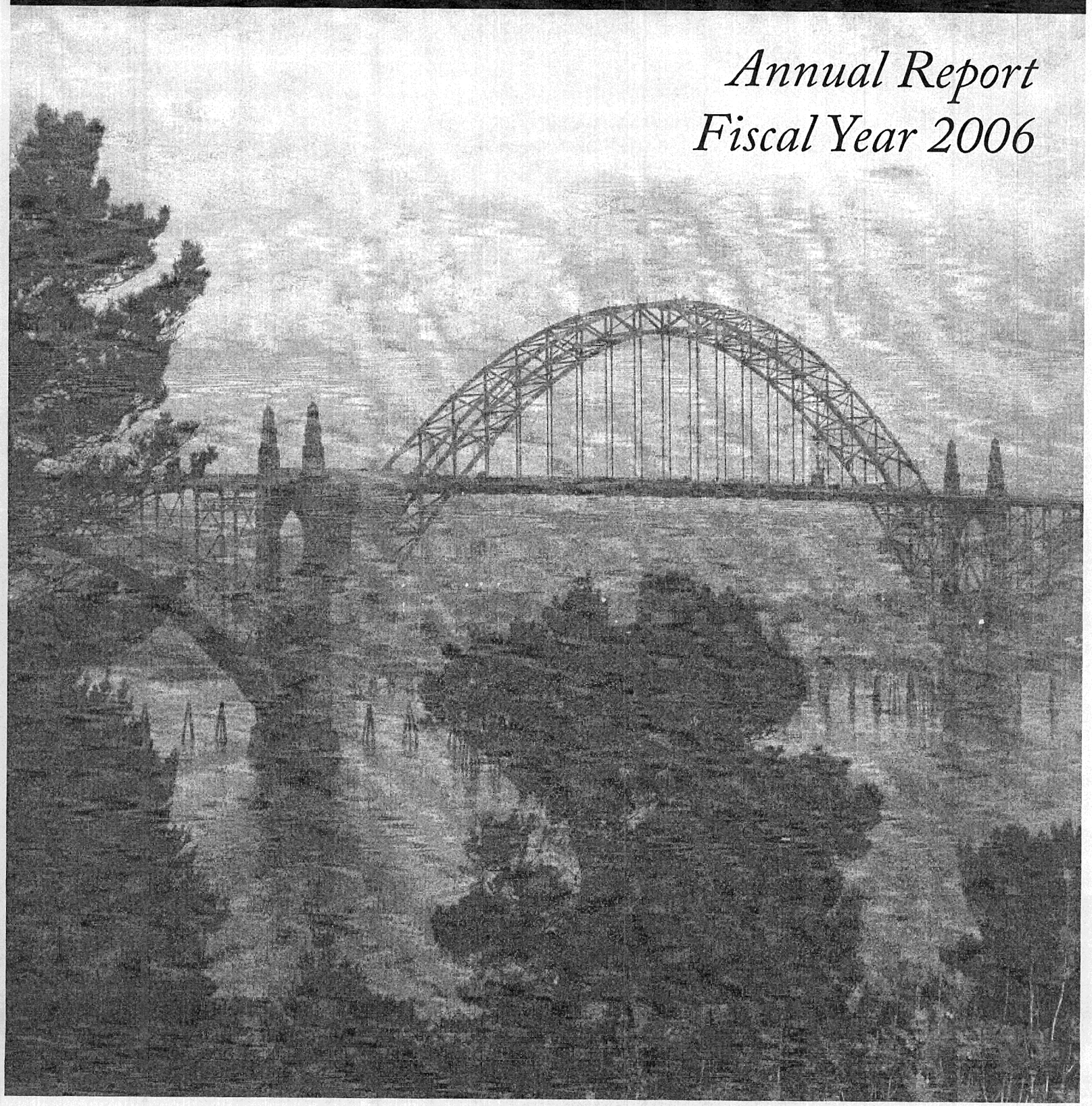
	provide TRS.		
FCC 03-112 Appendix D Final Rules	**FCCRequirement**	**FCC Captel Declaratory Ruling (FCC 03-190)**	**Sprint's Commitment**
Availability of SS7 Technology to TRS Facilities	Concluded that if a TRS provider is able to transmit any calling party identifying information to the network, it must provide Caller ID service.	Requirement applies.	Sprint CapTel have the capability to transmit the 10-digit number and will recognize the ID blocking indicators. Sprint CapTel delivered the SS7 technology on February 1, 2004.
Types of Calls	Two Line VCO Two Line HCO HCO-to-TTY HCO-to-HCO VCO-to-TTY VCO-to-VCO	Minimum standards pertaining to HCO are waived. VCO requirements still apply.	Sprint CapTel supported the VCO calling combinations.
Handling of Emergency Calls	Concluded that TRS providers must use a system for incoming emergency TRS calls that at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point.	Requirement applies.	CapTel user dials 9-1-1. Sprint will route the call directly to the most appropriate PSAP.
Answering Machine Message Retrieval	Concluded that the answering machine and voice mail retrieval are TRS features that must be provided to TRS users. Answering machine retrieval through TRS is accomplished when the recipient of the message, the TRS user, calls the TRS facility and has the CA listen to the voice messages.	The requirement was not addressed in the Declaratory Ruling.	Answering machine and voicemail retrieval is provided by CapTel. Answering machine retrieval through CapTel is accomplished when the CapTel facility caption the voice message to the CapTel users.
Call Release	Concluded that call release is required under FCC's functional equivalency mandate. Call release allows a CA to set up a TTY-to-TTY call that once set up does not require the CA to relay the relay the conversation. The feature allows CA to sign-off or be "released" from the telephone line without, triggering a disconnection between two TTY users, after the CA connects the originating TTY caller to the called party's TTY through	Waived. (¶ 52)	

	e.g. a business switchboard.		
***Speed* Dialing**	Concluded that speed *dialing feature is required* under FCC's equivalency mandate. Speed dialing allows users to manually store a list of telephone numbers with designated speed dialing codes in the TRS user's consumer profile.	The requirement was not *addressed in the Declaratory* ruling.	CapTel telephones *have Speed Dial* feature.
Three-way Calling	Concluded that three-way calling is required under FCC's functional equivalency mandate but did not specifically mandate the way such functionality had to provide. The FCC's Order imposing such requirement stated that "generally" three-way calling can be provided "in one of two ways " One way is for the TRS consumer to request that the CA set up the call with two other parties.	The requirement was not addressed in the Declaratory Ruling.	Sprint CapTel users are be able to participate a three way call. Although the person using the captioned phone is unable to establish the three call, the called party (who is also a TRS user) will be able to do so by utilizing telephone switch hook (or "flash") button on his or her CPE. Thus, Sprint CapTel meets the requirement for three-way calling
	The second way is to set up a three-way call is for TRS user to connect to two telephone lines at the same time from his or her premises by using the telephone's switch hook (or "flash") button.		Sprint CapTel users are be able to participate in a conference bridge to speak to three or more individuals. Ultratec and Sprint have filed a petition seeking a declaratory ruling that its interpretation of the three-way calling requirement is correct. Both Sprint and Ultratec support the request by AT&T that ask for a waiver of the requirement that the CA set up the three-way call, although no waiver may be necessary since providing three-way calling through the user's CPE or local telephone company three-way

			calling service is sufficient to meet the requirement.

OTRS

OREGON TELECOMMUNICATIONS RELAY SERVICE



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Sprint
Together with NEXTEL

700 SW Taylor STE 300
Portland, OR 97205

503-937-2429 Voice
503-937-2409 TTY
913-523-9873 Fax

Damara Paris
OTRS Account Manager

damara.g.paris@sprint.com

September 30, 2006

Dear Oregon Telecommunications Relay Service Customers:

2006 marks 14 years of Sprint Relay services in Oregon! We continue to value our positive relationship with the Public Utility Commission and Oregon Telecommunications Relay Service (OTRS) customers.

Fiscal Year 2006 was a year of significant change for OTRS. Aparna Lele, the OTRS account manager for over two years, relocated to New Jersey and now oversees the New Jersey Relay Service (NJRS) account. Oregonians already miss her bright, energetic devotion towards promoting OTRS in the community. As the former Residential Service Protection Fund (RSPF) manager, I am delighted to continue involvement as the new OTRS Account Manager for Sprint Relay.

OTRS was very visible in the community over the past year! From the Taste of Technology forum to the OTRS Road Tour, we reached out to geographically diverse populations in Oregon. Some of the areas we visited received information about the RSPF programs (Telecommunication Devices Access Program, Oregon Telephone Assistance Program and OTRS) for the first time. We were particularly touched by the response we received from two Native American tribal members in Oregon who struggle to access telecommunications and other technology in rural tribal areas. Recognizing that tribal relay users are significantly underserved, we have made Native American outreach a priority for 2006-2007.

The CapTel Relay Outreach Team continues to reach out to potential CapTel users in Oregon. By contracting with CapTel users to provide outreach to deaf and hard of hearing Oregonians who benefit from CapTel services, CapTel consumers receive accurate information from experienced users of the relay service.

Sprint Relay strives to meet the diverse needs of all relay customers, from traditional relay service and CapTel Relay to video relay services (SprintVRS.tv) and internet or wireless relay services (SprintIP.com and SprintIP on AIM). I look forward to working with Oregon customers and the Public Utilities Commission, and particularly with the new RSPF manager, Jon Cray, to ensure the best relay experience for all Oregonians!

Sincerely,

Damara Paris

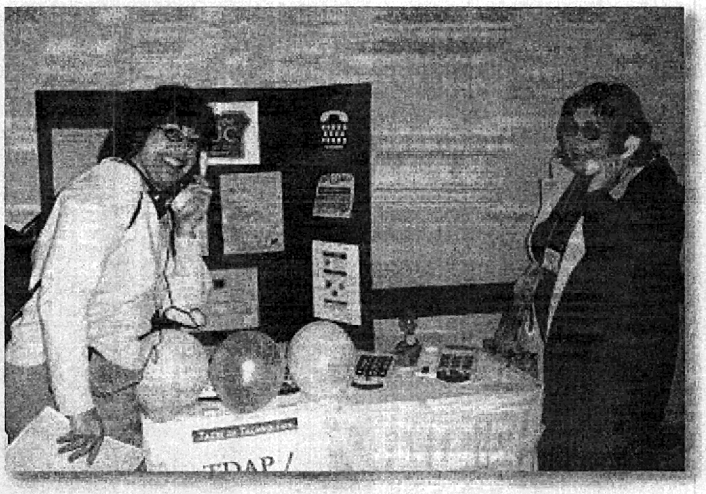
Damara Paris, OTRS Account Manager
Sprint Relay

Spanish Relay Outreach

From September to December 2005, Sprint contracted with Sylvia Lemmo to assess the telecommunications needs of deaf and hard of hearing Hispanic individuals in Oregon. Ms. Lemmo, a deaf individual from South America, presented at several Hispanic advocacy centers, including Mano a Mano. She also presented at Oregon School for the Deaf, where approximately 20% of the student population are of Hispanic descent. Her assessment included interviews with families who had deaf and hard of hearing children, professionals and key providers of services for deaf and hard of hearing populations and Hispanic business owners. Ms. Lemmo's assessment was that many Hispanic individuals are without telephone access, particularly specialized telecommunications for people with disabilities. These individuals are focused on getting their basic needs met, such as work, food and shelter; telecommunication access is typically a low priority. Ms. Lemmo recommended that the Spanish TRS Relay Outreach program be suspended until more community support is available to ensure that Hispanic Oregonians, particularly those who are not U.S. citizens, are able to satisfy basic needs before attempting a formal outreach program. Ms. Lemmo also received valuable feedback on ways to improve relay services for Spanish-to-Spanish and Spanish-to-English relay customers, and shared this feedback with Sprint Relay Customer Services.

Taste of Technology Forum

In October 2005, OTRS and Sprint sponsored the first Oregon Taste of Technology Seminar. The purpose of the seminar was to provide a place for community service providers, Oregonians with a hearing loss (or other disabilities) and their family members with updated information about technology geared toward improving access for people with disabilities. Presentations were conducted by Access Technology, Northwest ADA (NWADA), Oregon Telephone Assistance Program, Oregon Telecommunications Relay Services, Telecommunication Devices Access Program, Sprint Relay, and Western Oregon University. Damara Paris provided the keynote speech, with a PowerPoint presentation showcasing the evolution of telecommunication access and other technology for people with disabilities over the past century. Over 100 participants attended the event, with Sprint Relay providing lunch.



Participants test out products at the 2005 Oregon Taste of Technology Seminar.

Taste of Technology was unique in that the presentation format was geared to small groups, affording each presenter more interaction time with the participants. A total of seven presentations were given by each presenter to an average group size of 18 participants. Short breaks were held between the presentations to allow groups to move from one station to another and to set up CART and interpreting services. Overall, the seminar was very successful and will be coordinated again during the OTRS 2007 outreach program. The appendix of this reports includes evaluation results from this event.

Deaf and Hard of Hearing Access Road Tour (DHHART) Sponsored by OTRS & Sprint

In April and May of 2006, OTRS and Sprint sponsored an extensive outreach campaign involving community-based programs that provide services for deaf and hard of hearing individuals in Oregon. The goal of the "Deaf and Hard of Hearing Access Road Tour" (DHHART) was to expose individuals in rural communities outside of the Mid-Willamette Valley to available resources for Oregonians with disabilities and their family members. A representative from each program in Oregon traveled on a rented bus for three weeks to Coastal, Central, Eastern and Southern Oregon.

Programs that were represented on the tours included:

- Hearing Loss Association of Oregon (formerly Self Help for the Hard of Hearing),
- Intertribal Deaf Council,
- Miss Deaf Oregon Pageant,
- Office of Deaf and Hard of Hearing Services,
- Oregon Association of the Deaf,
- Oregon School for the Deaf,
- Oregon Telecommunications Relay Services,
- Oregon Telephone Assistance Program,
- Telecommunication Devices for the Deaf, and
- Western Oregon University Rehabilitation Resource Center on Deafness.

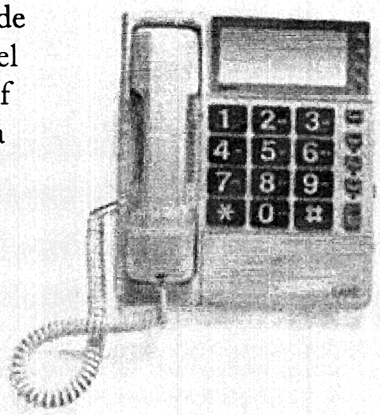
During the first week of April, DHHART representatives toured the coastal areas, starting in North Bend and Coos Bay and ending in Astoria and Newport. Eleven field visits were made to audiologists, speech and hearing centers, and community colleges. On the first night, a pizza party was held in Coos Bay with 38 attendees. DHHART representatives each presented for 20 minutes about their programs. The end of the tour took place at the Shilo Inn with exhibits by local and statewide programs.

During the second tour on April 12-16, DHHART representatives began with a pizza party attended by 48 people in Eugene. The tour included 21 field visits in Eugene, Springfield, Klamath Falls, Grants Pass and Medford, to audiologists, local community colleges, educational school programs, social service agencies and disability service programs. The Southern Oregon tour concluded with an exhibit and presentation expo at Red Lion in Medford attended by 52 community members.

DHHART then toured Central and Eastern Oregon the third week of May. Nine field visits were made between Oregon City, Pendleton, John Day, Warm Springs, Redmond and Bend. Rehabilitation programs were visited as well as assisted living centers, tribal councils and a community college. A pizza party was held in Redmond and attended by 35 individuals; an exhibit expo in Bend had 47 attendees.

Overall, the response to the DHHART tour was overwhelmingly positive! A summary of the DHHART evaluations is located in the appendix of this report. The most frequent comment on the field visit evaluations was to have one-day expos in the smaller towns to allow people the opportunity to experience technology hands on. In addition, most of the participants were surprised to learn of the community resources available to Oregonians with disabilities.

CapTel Outreach



The CapTel (Captioned Telephone) outreach team continues to provide presentations throughout Oregon on the availability and use of CapTel services. CapTel is a telecommunications access device that allows deaf and hard of hearing users to make (and receive) calls to hearing users through a specialized relay service that uses voice recognition software to convert voiced conversations into captioned text. CapTel users voice their own communication and read the captioned replies on a screen built into the CapTel unit.

The CapTel outreach program was not as prevalent in the 2005-2006 fiscal year compared to previous years, due to the fact that demand for devices exceeded the contractual limit of 25 units per month. In February of 2006, the Public Utility Commission (PUC) agreed to increase the monthly allocation of CapTel units to 50 per month. CapTel outreach will once again be one of the outreach priorities for 2006-2007.

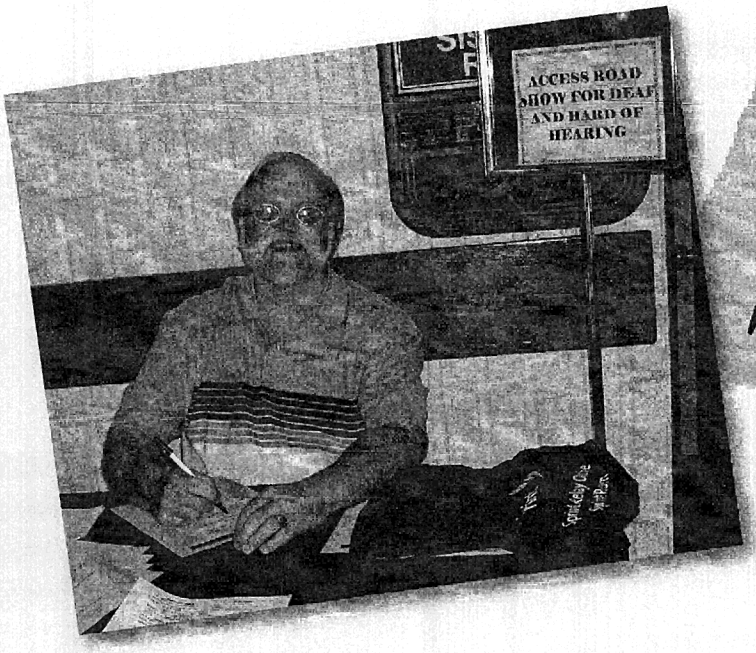
OTRS Today Newsletter

OTRS continued the *OTRS Today* newsletter throughout the 2005-2006 fiscal year. The newsletter was expanded from four pages in previous issues to eight pages and included more in-depth interviews on advisory board members, CapTel tips and other relevant telecommunications items. Readers were also kept updated on new Sprint product availability and new features.

RSPF Applications

OTRS and RSPF consumers may go to www.rspf.org to get more information about the RSPF programs, and also download application for TDAP and OTAP programs. Please be sure to check the web site frequently, as more information and features will be added in the near future!

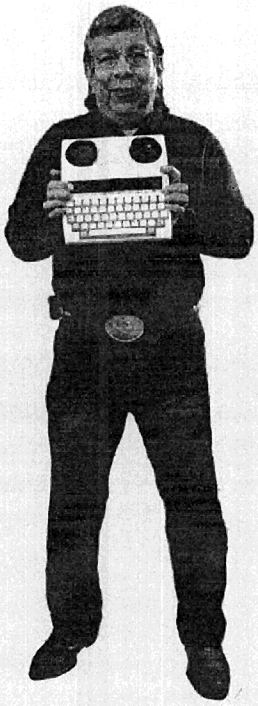
Public Education and Promotion



The OTRS account manager, in collaboration with CapTel outreach coordinators and community service providers, promoted relay service awareness throughout the state during the 2005-06 fiscal year. Below is a comprehensive list of agencies and programs that received training about OTRS, including CapTel relay services.

- Blue Mountain Community College Disability Services
- Capitol Manor Assisted Living
- Camp Taloali for Deaf and Hard of Hearing Youth
- Chestnut Lane Assisted Living
- Confederated Tribes of Coos Bay
- Dogs for the Deaf
- Eugene Hearing Associates
- Eugene Speech and Hearing Center --Olive Plaza
- Florence Hearing Associates
- High Lookee Lodge
- Hilyard Community Center
- Hispanic Chamber of Commerce
- Independent Living Center—Portland
- Klamath Community College Disability Services
- Lane Community College Disability Services
- Lane County SHHH
- Lane Independent Living Alliance
- Lake Oswego Adult Community Center
- Lions Club, Portland
- Lions Club, Salem
- Mano a Mano
- Mid-Columbia Senior Center
- Multnomah Public Library
- Oregon Association of the Deaf Conference
- Oregon Coast Community College Disability Services
- Oregon School for the Deaf Open House for Parents
- Oregon Telephone Association
- Oregon Veteran's Home in The Dalles
- Peacehealth Center for Senior Health
- Peacehealth Center for Senior Health HEAL
- Portland Deaf and Hard of Hearing Professional Happy Hour
- Roseburg SHHH
- Salem Deaf and Hard of Hearing Professional Happy Hour
- SHHH-OR Annual Conference
- University of Oregon Disability Services
- Vocational Rehabilitation Division in Pendleton
- Warm Springs Reservation
- Willamalane Adult Community Center

Future Outreach Projects



Native American Outreach Program

During the OTRS-sponsored and Sprint-sponsored DHHART, field visits were made to two tribal facilities. DHHART presenters received feedback during these visits that tribal members were an underserved population in regards to telecommunication access.

As a result of this feedback, and from interest shown by other Oregon tribal councils, OTRS will contract with the Intertribal Deaf Council to provide one of the first state-focused TRS outreach programs for Native Americans. Nine Oregon tribes will be contacted for presentations and follow-up information on all forms of telecommunications access, including Federal Relay, Tribal Lifeline, OTRS, TDAP and OTAP. The first presentations will be conducted in the fall of 2006, and the remainder after March 2007.

CapTel Campaign: Telecommunication Devices Access

The CapTel outreach campaign will continue for the 2006-2007 OTRS outreach year. This year, CapTel Outreach Coordinators will add individualized trainings to their group presentations. Statistics show an increase in OTRS CapTel users *not* using their phones after receiving them from the Telecommunication Devices Access Program (TDAP). CapTel Outreach Coordinators will now follow up with CapTel users approximately two weeks after receipt of the phones to ensure that users understand how to use the devices, and provide individualized training if needed.

A CapTel radio campaign will be rolled out in the fall of 2006. Approximately 15 stations in Oregon will promote advertisements that explain CapTel relay services and refer consumers to a new Web site for potential CapTel users in Oregon at www.oregoncaptel.com. This Web site also has an application for customers to download, fill out and return to TDAP to obtain CapTel devices.

Driver License and Registration Pouch

OTRS will work with community advocates to design a driver's license and registration pouch for Oregonians who are deaf, speech impaired or hard of hearing. The pouch will have text about OTRS, OTRS numbers and information about accommodations rights. This is useful if the person with a hearing loss or speech impairment is stopped by a peace officer; drivers can carry their vehicle registration and insurance card in the pouch, and even their driver's license. The pouch is beneficial in two ways; it helps identify the individual as a person who is not able to communicate using their voice, and explains the purpose of OTRS. The distribution date for the pouch is anticipated for November 2006.

2005 was a year of diverse traffic trends for OTRS. A few of the significant call trends are examined in this report. Overall, traditional relay services has experienced a decline in the number of calls and billing minutes. CapTel relay calls, however, have continued to increase in the number of calls and minutes. Also, the percentage of voice users for traditional relay services has increased significantly. For a full review of OTRS call statistics, please refer to the Fiscal Year 2006 OTRS Traffic Report in the appendix.

CapTel Calling Trends

Due to the CapTel Outreach Coordinators' efforts, CapTel usage has increased by 69% from FY2005 to FY2006. A total of 114,873 calls were made by CapTel users and incoming voice calls to CapTel phones in FY2005, while 190,483 calls were made in FY2006. Approximately 84% of the CapTel calls were made by CapTel users, and 16% were made by voice users in FY2005 compared to 87% of the calls made by CapTel users and 13% by voice users in FY2006 *(see Fig. 1)*. In addition, the number of billable minutes has increased from 325,805 minutes in FY2005 to 525,507 *(see Fig. 2)*.

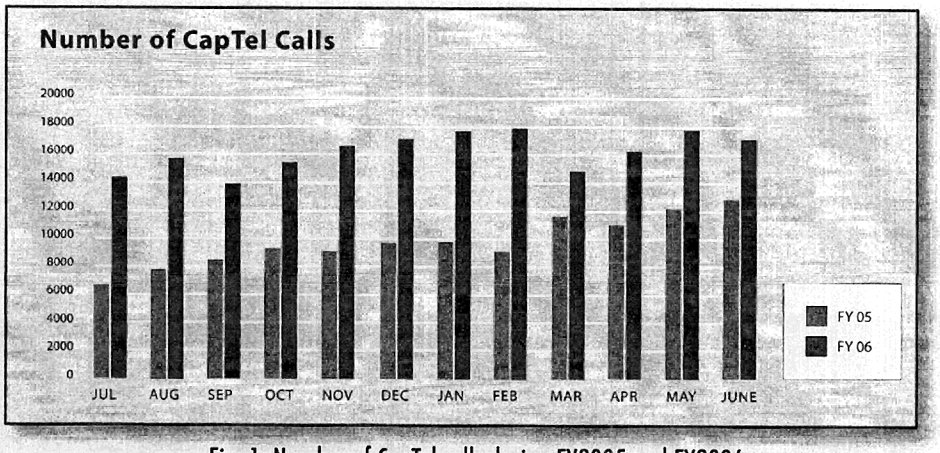


Fig. 1: Number of CapTel calls during FY2005 and FY2006

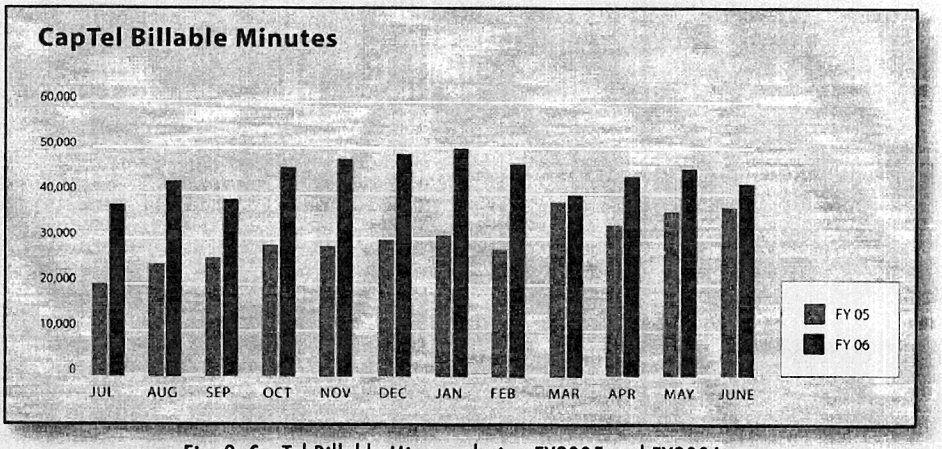


Fig. 2: CapTel Billable Minutes during FY2005 and FY2006

Percentage of Call Origination

FY2006 statistics show a significant call origination shift. In FY2005, the majority of traditional relay users were TTY/Turbocode consumers (*see Fig. 3)*. However, in FY2006, three call origination types (CapTel, Voice and TTY/Turbocode) were the top three call types, with TTY/Turbocode at 33%, voice users at 31% and CapTel users at 30% *(see Fig. 4)*. While it is not surprising to see the decrease in TTY/Turbocode users due to the migration of web based relay services, it is unusual, given past call trends, to see a significant increase in the percentage of voice users. One possible factor for the increase in voice call origination may be that voice users are trained through prior OTRS outreach to use the OTRS voice numbers in order to reach deaf, hard of hearing and speech impaired consumers. There does not seem to be a significant outreach campaign by VRS providers to train voice users to call 800 numbers to reach VRS consumers. As a result, voice users may be slow to migrate towards other calling systems outside of traditional relay services.

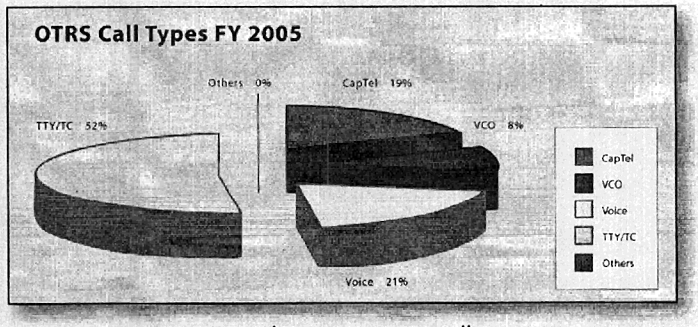


Fig. 3: Fiscal Year 2005 OTRS Call Types

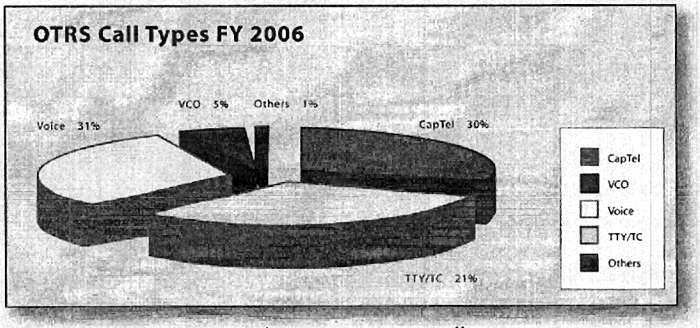


Fig. 4: Fiscal Year 2006 OTRS Call Types

Total TTY and Turbocode Completed Calls

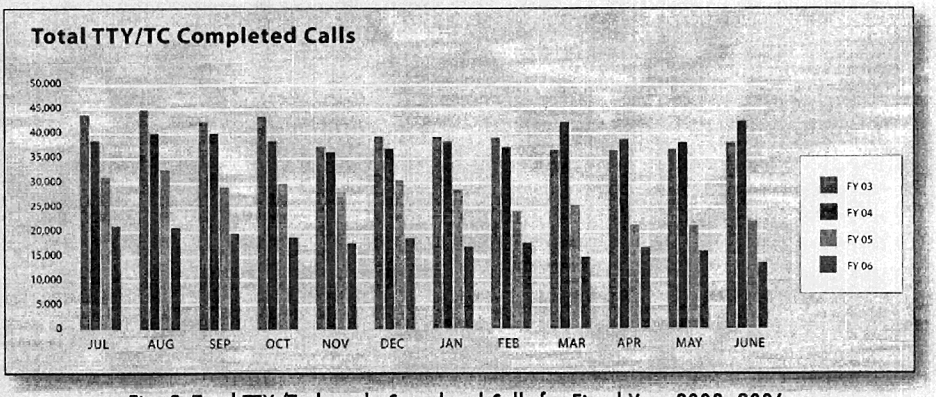


Fig. 5: Total TTY/Turbocode Completed Calls for Fiscal Year 2003-2006

Since Fiscal Year (FY) 2003, the total number of TTY calls (including Turbocode calls) has declined by an average of 16% per year. In FY 2003, a total of 480,184 calls were made, compared to 210,471 completed calls in FY 2006 *(see Fig. 5)*. This gradual decline can be contributed to a consumer shift from using a TTY to web-based and wireless relay services, including video relay services and Internet relay services.

OTRS Billable Minutes

The total number of billable minutes has decreased approximately 42% from FY 2003 to FY 2006. FY 06 showed a significant decrease of 24% from approximately 1,255,427 minutes in FY 2005, to 950,819 billable minutes in Fiscal Year 2006 (*see Fig. 6)*. It is expected that this decline in billable minutes will decrease slightly over the next fiscal year. While many individuals have migrated to other relay service choices, there continues to be a population of low income consumers who are not able to afford web based relay services due to the cost of DSL or cable modem services.

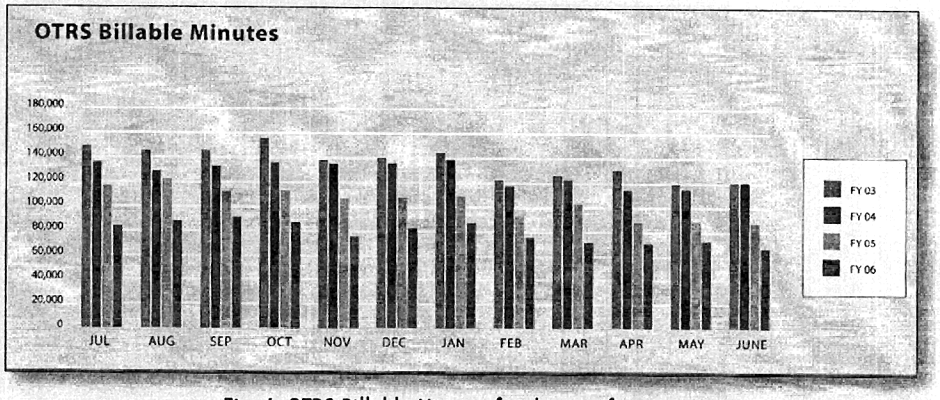


Fig. 6: OTRS Billable Minutes for the past four years

Customer Service Inquiries

From June 1, 2005, to May 31, 2006, 65 complaints were made to customer service about OTRS. Nine complaints were about CapTel relay services. Most of the CapTel complaints concerned the inability to connect to the 800 toll-free CapTel number for voice users. The remaining complaints varied in scope, from technical issues (such as the inability to read Caller ID from relay agents) to delays in getting responses from operators. All of the complaints were closed successfully.

In addition to the complaints, there were over 1,400 general inquiries made to customer service about OTRS, and seven commendations. The previous fiscal year saw 72 complaints, 9 commendations and 913 inquiries.

Forecast

It is estimated that the calling trends for OTRS during FY2007 will continue to decline in the number of traditional relay calls (TTY, Turbocode, Voice, Voice Carry Over, and other traditional relay calls). At this time, a conservative estimate is 15% overall decline in OTRS traditional relay calls over the year.

CapTel relay calls, however, may increase up to 4% a month during the year. This increase could be as a result of several factors, including outreach campaigns through radio advertisements and an increase in the number of presentations conducted by CapTel Outreach Coordinators. In addition, CapTel and PUC are working together to follow up with new CapTel users within two weeks after the receipt of their equipment to ensure that new consumers understand how to use the CapTel phones and to provide additional one-on-one training as needed. One factor that may impact the forecast is the outcome of the FCC decision pertaining to CapTel Internet calls. If this service is approved for reimbursement through the National Exchange Carriers Association, there will likely be a migration to Web-based, or Internet, CapTel services, reducing the number of minutes typically generated by state-contracted CapTel relay minutes. In addition, these Internet CapTel minutes will be free of long distance charges, which will be another incentive for traditional CapTel users to use Internet CapTel minutes.

Finally, it is estimated that the percentage of call origination will shift over the next fiscal year. With increased usage by CapTel consumers, it is likely that the percentage of CapTel calls will be 35% of the overall OTRS calls made in FY2007, followed by 32% of calls by Voice users. These percentages are raised approximately 2-5% over the FY2006 figures. It is also estimated that TTY and Turbocode users will decrease from 33% to 29% during the FY2007. VCO callers will likely to continue migrating to CapTel usage (or other TRS calling options) and decrease from 5% to 4%. It is expected that other calls (including Spanish Relay, Hearing Carry Over, Deaf-Blind Baudot calls) will remain the same at 1% of the percentage of call origination. (*See Fig. 7*).

The following pages contain additional forecasts for other calling trends for FY2007. Please note that the number of complaints, commendations and inquiries by customer service will likely remain the same over the next year, possibly decreasing as the number of users for traditional relay decrease.

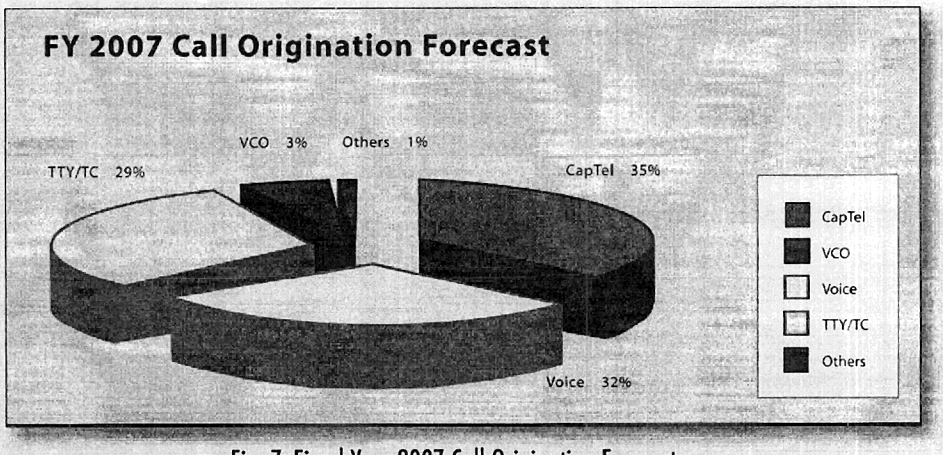


Fig. 7: Fiscal Year 2007 Call Origination Forecast

OTRS Forecast for FY2007 (continued)

OTRS FY2007 FORECASTED STATISTICS

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL	Average
MINUTES OF TRS SERVICE														
Total Session Minutes	120,968	120,968	120,968	120,968	120,968	120,968	120,968	120,968	120,968	120,968	120,968	120,968	1,451,616	120,968
Total Conversation Minutes	80,864	80,864	80,864	80,864	80,864	80,864	80,864	80,864	80,864	80,864	80,864	80,864	970,368	80,864
Less Conversation Interstate	5,971	5,971	5,971	5,971	5,971	5,971	5,971	5,971	5,971	5,971	5,971	5,971	71,652	498
Less Conversation International	6	6	6	6	6	6	6	6	6	6	6	6	72	6
Less Conversation Toll-Free Usage	7,428	7,428	7,428	7,428	7,428	7,428	7,428	7,428	7,428	7,428	7,428	7,428	89,136	7,428
Less Interstate Dir. Asst.	7	2	9	17	14	6	15	10	7	2	7	12	109	8
Billable Minutes	67,350	67,350	67,350	67,350	67,350	67,350	67,350	67,350	67,350	67,350	67,350	67,350	808,200	67,350
Speech-to-Speech Billable Minutes	771	771	771	771	771	771	771	771	771	771	771	771	9,252	771
TOTAL NUMBER OF RELAYED CALLS														
Local	20,477	20,477	20,477	20,477	20,477	20,477	20,477	20,477	20,477	20,477	20,477	20,477	245,724	20,477
Intrastate	868	868	868	868	868	868	868	868	868	868	868	868	10,416	868
Interstate	1,150	1,150	1,150	1,150	1,150	1,150	1,150	1,150	1,150	1,150	1,150	1,150	13,800	1,150
Inter/busy/ring/no answer	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Intra/busy/ring/no answer	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toll-Free Calls	1,596	1,596	1,596	1,596	1,596	1,596	1,596	1,596	1,596	1,596	1,596	1,596	19,152	1,598
Directory Assistance	54	54	54	54	54	54	54	54	54	54	54	54	648	54
900 NPA Access	0	0	0	0	0	0	0	0	0	0	0	0	0	0
International	8	8	8	8	8	8	8	8	8	8	8	8	96	8
Marine	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	24,153	24,153	24,153	24,153	24,153	24,153	24,153	24,153	24,153	24,153	24,153	24,153	289,836	24,153
COMPLETED CALLS BY DEVICES														
TTY	5,355	5,355	5,355	5,355	5,355	5,355	5,355	5,355	5,355	5,355	5,355	5,355	65,260	446
Spanish	1	1	1	1	1	1	1	1	1	1	1	1	12	1
Speech Imp.	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TC Calls	9,546	9,546	9,546	9,546	9,546	9,546	9,546	9,546	9,546	9,546	9,546	9,546	114,552	796
Spanish	3	3	3	3	3	3	3	3	3	3	3	3	36	3
Speech Imp.	3	3	3	3	3	3	3	3	3	3	3	3	36	3
TOTAL OF ALL TTY/TC Calls	14,908	14,908	14,908	14,908	14,908	14,908	14,908	14,908	14,908	14,908	14,908	14,908	178,896	14,908
ASCII	16	16	16	16	16	16	16	16	16	16	16	16	192	16
Spanish	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Speech Imp.	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Voice	16,000	16,000	16,000	16,000	16,000	16,000	16,000	16,000	16,000	16,000	16,000	16,000	192,000	16,00
Spanish	159	159	159	159	159	159	159	159	159	159	159	159	1,908	159
VCO	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	2,500	30,000	2,500
Spanish	7	7	7	7	7	7	7	7	7	7	7	7	84	7
HCO	8	8	8	8	8	8	8	8	8	8	8	8	96	8
Spanish	0	0	0	0	0	0	5	0	0	0	0	0	5	0
D/B ASCII & Spanish	4	4	4	4	4	4	4	4	4	4	4	4	48	4

OTRS Forecast for FY2007 (continued)

OTRS FY2007 FORECASTED STATISTICS

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL	Average
Number of Calls by Features														
VCO-VCO	3	3	3	3	3	3	3	3	3	3	3	3	36	3
VCO-TTY	3	3	3	3	3	3	3	3	3	3	3	3	36	3
TTY-VCO	0	0	0	0	0	0	3	0	0	0	0	0	3	0
VCO-HCO	0	1	0	0	0	0	0	0	0	0	0	0	1	0
HCO-HCO	0	0	0	0	0	0	0	0	0	0	0	2	2	0
HCO-TTY	0	0	0	0	0	0	0	0	0	0	0	0	1	0
TTY-HCO	0	0	0	0	0	0	0	1	0	0	0	0	1	0
HCO-VCO	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ans.Mach. Retrieval	3	3	3	3	3	3	3	3	3	3	3	3	36	3
% Percentage of Calls														
TTY	20.48%	17.54%	15.17%	17.74%	17.67%	17.81%	16.90%	17.71%	17.41%	15.83%	17.53%	17.36%		17.43%
TC Calls	38.26%	36.76%	36.34%	33.85%	35.69%	33.56%	30.07%	25.97%	28.42%	24.17%	24.97%	24.36%		31.04%
ASCII	0.12%	0.04%	0.06%	0.03%	0.08%	0.04%	0.03%	0.04%	0.01%	0.06%	0.05%	0.05%		0.05%
Voice	33.34%	37.89%	41.70%	40.10%	37.88%	40.41%	45.06%	50.45%	47.52%	55.03%	51.13%	53.45%		44.50%
VCO	7.79%	7.82%	7.03%	8.59%	8.94%	8.67%	8.16%	6.56%	7.17%	5.51%	7.09%	6.61%		7.50%
HCO	0.01%	0.11%	0.00%	0.00%	0.01%	0.01%	0.03%	0.01%	0.03%	0.00%	5.00%	0.05%		0.44%
D/B ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.02%	0.01%	0.01%	0.10%	0.00%		0.01%
D/B Baudot	0.02%	0.02%	0.02%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.05%	0.00%	0.03%		0.01%
AVERAGE LENGTH OF WORK TIME														
Work Min. -Inbound	3.97	3.05	2.93	2.95	3.20	2.85	2.92	2.68	2.93	2.48	2.65	2.35		2.91
Set-up/Wrapup Min. - Inbound	0.50	0.50	0.48	0.49	0.49	0.47	0.45	0.46	0.47	0.45	0.46	0.45		0.47
Conversation Min. - Inbound	2.72	2.05	1.97	1.98	2.17	1.93	2.00	1.73	1.97	1.57	1.72	1.53		1.95
Work Min. - Outbound	4.08	4.15	4.18	4.20	4.15	4.07	4.02	3.72	3.97	3.32	3.53	3.73		3.93
Set-up/Wrapup Min. - Outbound	0.15	0.14	0.14	0.15	0.15	0.14	0.13	0.13	0.13	0.13	0.12	0.12		0.13
Conversation Min. - Outbound	2.80	2.78	2.83	2.82	2.82	2.75	2.75	2.40	2.67	2.10	2.30	2.42		2.62
AVERAGE LENGTH OF CALL BY DEVICE														
TTY	3.88	3.97	4.07	4.15	4.00	3.85	4.02	4.08	4.38	4.00	4.07	4.07		4.05
Spanish	0.00	0.00	0.00	0.00	2.17	0.00	0.00	5.10	0.00	0.35	3.80	14.07		2.12
Speech Imp.	0.00	0.00	2.75	0.00	4.88	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.64
Turbo Code	3.22	3.22	3.20	3.40	3.37	3.15	3.42	3.48	3.58	3.28	3.08	3.28		3.31
Spanish	2.87	2.95	0.50	0.02	0.72	23.22	56.03	2.13	4.78	8.12	0.00	3.55		8.74
Speech Imp.	7.52	0.00	0.00	0.00	0.00	3.67	0.00	0.00	0.00	0.00	0.00	0.00		0.93
ASCII	8.62	14.95	26.22	2.05	4.68	2.93	6.78	2.88	11.82	4.05	5.10	7.03		8.09
Spanish	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00
Speech Imp.	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00
VOICE	1.35	1.53	1.78	1.43	1.48	1.60	1.62	1.03	1.33	0.83	1.13	1.28		1.37
Spanish	0.70	0.73	0.52	0.00	0.43	0.48	0.42	0.83	0.40	0.43	0.37	0.37		0.47
VCO	4.20	4.22	4.28	0.00	3.92	4.28	3.90	3.95	3.65	3.75	3.40	3.78		3.61
Spanish	0.00	0.00	0.00	0.00	0.00	3.22	0.00	0.00	2.98	0.00	0.00	0.00		0.52
HCO	2.38	1.40	0.00	0.00	0.57	3.17	5.13	1.87	3.32	2.10	2.27	2.35		2.05
Speech Imp.	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.28		0.02
D/B ASCII	0.00	0.00	0.00	0.00	0.00	0.00	4.35	2.75	2.03	3.92	0.00	0.00		1.09
D/B Baudot	3.80	3.95	5.42	0.00	0.00	22.10	12.90	0.00	0.00	3.93	0.00	1.73		4.49

OTRS Forecast for FY2007 (continued)

OTRS FY2007 FORECASTED STATISTICS

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL	Average
NUMBER OF CALLS TO RELAY														
Offered	41,425	41,425	41,425	41,425	41,425	41,425	41,425	41,425	41,425	41,425	41,425	41,25	497,100	41,425
Answered	40,443	40,443	40,443	40,443	40,443	40,443	40,443	40,443	40,443	40,443	40,443	40,443	485,316	40,443
In Queue	41,425	41,425	41,425	41,425	41,425	41,425	41,425	41,425	41,425	41,425	41,425	41,425	497,100	41,425
Abandoned In Queue	1,054	1,054	1,054	1,054	1,054	1,054	1,054	1,054	1,054	1,054	1,054	1,054	12,648	1,054
Inbound	41,878	41,878	41,878	41,878	41,878	41,878	41,878	41,878	41,878	41,878	41,878	41,878	502,536	41,878
Outbound	51,336	51,336	51,336	51,336	51,336	51,336	51,336	51,336	51,336	51,336	51,336	51,336	616,032	51,336
Completed Calls	24,184	24,184	24,184	24,184	24,184	24,184	24,184	24,184	24,184	24,184	24,184	24,184	290,208	24,184
Blockage	0	0	0	0	1	0	0	0	0	0	0	0	1	0
SVL	92%	90%	90%	89%	92%	91%	90%	90%	91%	90%	90%	92%	11	91%
ASA	3.0	3.0	3.1	3.2	2.6	3.3	3.2	2.7	3.0	2.6	2.7	2.3	35	2.9
CUSTOMER CONTACTS														
Complaints	4	5	12	5	3	2	3	1	5	4	8	3	55	5
Commendations	1	1	0	1	1	0	1	1	0	0	0	0	7	1
Inquiries	80	129	125	145	82	97	107	100	120	113	151	155	1,404	117
TOTAL	**85**	**135**	**137**	**151**	**86**	**100**	**110**	**102**	**126**	**117**	**159**	**158**	**1,466**	122
CAPTEL SERVICE														
TOTAL NUMBERS OF PHONE														
	386	406	426	446	466	486	506	526	546	566	586	606	5,952	496
TOTAL NUMBERS OF CALLS														
CapTel In	14,414	14,991	15,590	16,214	16,862	17,537	18,238	18,968	19,727	20,516	21,336	22,190	216,582	18,048
Voice In	2,095	2,179	2,266	2,357	2,451	2,549	2,651	2,757	2,867	2,982	3,101	3,225	31,479	2,623
MINUTES OF CAPTEL SERVICE														
Total Session Minutes	57,504	59,804	62,196	64,684	67,272	69,962	72,761	75,671	78,698	81,846	85,120	88,525	864,044	72,004
Total Conversation Minutes	55,555	57,777	60,088	62,492	64,991	67,591	70,295	73,107	76,031	79,072	82,235	85,524	834,759	69,563
AVERAGE MINUTES														
Session Minutes	3.38	4.65	2.95	3.03	3.61	3.03	2.96	2.83	3.80	3.30	2.75	2.56	39	4
Conversation Minutes	3.02	4.30	2.61	2.69	3.27	2.70	2.62	2.50	3.46	2.90	2.38	2.19	35	4
CUSTOMER CONTACTS														
Complaints	0	1	1	4	0	1	2	0	1	0	0	0	10	1
Commendations	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**0**	**1**	**1**	**4**	**0**	**1**	**2**	**0**	**1**	**0**	**0**	**0**	**10**	**1**
FY2006-2007														
Forecasted TRS Billable	67,350	67,350	67,350	67,350	67,350	67,350	67,350	67,350	67,350	67,350	67,350	67,350	808,200	67,350
Actual Billable Minutes														0
Difference + or -														
Forecasted CapTel Billable	55,555	57,777	60,088	62,492	64,991	67,591	70,295	73,107	76,031	79,093	82,235	85,524	834,778	69,565
Actual Billable Minutes														
Difference + or -														

Telecommunication Devices Access Program Advisory Council

Seated (L-R): Rosalie Schnackenberg, Kelli Chrisman, and Lizzie McNeff. Second row: Renwick Dayton, Colin Portnuff, Bill Drobkiewicz, Linda Diaz, Damara Paris, Aparna Lele, BettySue Bischoff, and Cheryl Davis. Back row: Clark Jackson, Victoria McLean, Georgia Ortiz, Brant Wolf, and Ishai Rosen.

Damara Paris
RSPF Manager (vacated 4/30/06)
Telecommunications Assistance Programs

Vicki McLean
Central Services Division

Council Members

BettySue Bischoff, Chair
Hard of Hearing Representative

Bill Drobkiewicz, Vice Chair
Deaf Representative

Cheryl Davis
Professional Representative

Renwick Dayton
Deaf Representative

Linda Diaz
Hard of Hearing Representative

Clark Jackson
OPUC Representative

Lizzie McNeff
Mobility Impaired Representative

Georgia Ortiz
Deaf Representative

Colin Portnuff, Vice Chair
Speech Disabled Representative

Ishai Rosen
Deaf Representative

Rosalie Schnackenberg
Hard of Hearing representative

Brant Wolf
Industry Representative
Oregon Telecmmmunications Association

Sprint Government System Division (GSD)

Tony D'Agata
Vice President & General Manager
Sprint GSD

Mike Ligas
Vice President
Sprint TRS

Mike Ellis
Director, TRS Sales
Sprint TRS

Paul Ludwick
Director, Business Development
Sprint TRS

Business Service Operations

TRS Operations

Lori Lockhart
Director of TRS Operations

Ron Peay
Manager Vendor Sub-Contracts

Mary Cole
Program Manager

Billing

Lisa Hernandezl
Senior Billing Analyst

Engineering

Yuan Cheng
Team Leader
TRS Design & Development

Ron Edwards
Manager
Test & Implementation

Delwin Coleman
Regional Manager
System Maintenance

Government Systems Division

Marketing

Damara Paris
OTRS Account Manager

John Moore
Manager, Customer Relations
Western Region Accounts

Angie Officer
Senior Program Manager

Sales

Michael Baer
Senior Government Account Manager

Contracts

Don Rawlings
Senior Contract Administrator

Appendix Section

OTRS FY2006 TRAFFIC REPORT

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL	Average
MINUTES OF TRS SERVICE														
Total Session Minutes	146,029	157,800	160,966	156,225	137,581	143,690	145,237	145,183	130,412	134,491	130,367	121,201	1,709,182	142,432
Total Conversation Minutes	100,239	106,077	108,685	105,181	93,260	97,425	99,740	93,999	87,718	84,758	84,921	79,600	1,141,604	95,134
Less Conversation Interstate	6,982	6,794	6,846	7,499	6,231	7,761	7,109	8,110	6,879	7,168	6,916	6,000	84,294	7,025
Less Conversation International	1	6	55	33	3	21	19	12	9	190	97	64	509	42
Less Conversation Toll-Free Usage	10,237	10,322	9,644	10,559	9,337	8,628	8,647	8,790	7,841	7,272	6,742	6,843	104,862	8,739
Less Interstate Dir. Asst.	7	2	9	17	14	6	15	10	7	2	7	12	109	9
Billable Minutes	83,012	88,954	92,131	87,072	77,675	81,009	83,951	77,077	72,983	70,126	71,160	65,669	950,819	79,235
Speech-to-Speech Billable Minutes	267	7,929	959	376	267	178	144	74	198	305	122	58	10,877	906
TOTAL NUMBER OF RELAYED CALLS														
Local	22,577	24,909	25,779	24,231	21,739	23,017	24,011	26,588	21,868	28,294	24,370	21,704	289,087	24,091
Intrastate	1,645	1,190	1,052	1,120	911	907	1,004	904	777	1,005	994	741	12,250	1,021
Interstate	1,480	1,423	1,394	1,355	1,190	1,449	1,274	1,309	1,193	1,314	1,524	1,325	16,230	1,353
Inter/busy/ring/ no answer	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Intra/busy/ring/ no answer	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Toll-Free Calls	2,136	2,119	2,136	2,263	1,923	1,799	1,873	2,039	1,711	1,658	1,215	1,654	22,526	1,877
Directory Assistance	81	58	75	76	61	76	63	64	56	61	51	42	764	64
900 NPA Access	0	0	0	0	0	0	0	0	0	0	0	0	0	0
International	1	4	13	8	2	4	5	11	12	23	17	16	116	10
Marine	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	27,920	29,703	30,449	29,053	25,826	27,252	28,230	30,915	25,617	32,355	28,171	25,482	340,973	28,414
COMPLETED CALLS BY DEVICES														
TTY	7,298	6,646	5,817	6,593	5,833	6,284	6,100	6,894	5,703	6,385	6,427	5,623	75,603	6,300
Spanish	0	0	0	0	3	0	1	7	0	1	1	2	15	1
Speech Imp.	0	0	1	0	0	0	0	0	0	0	0	0	1	0
TC Calls	13,630	13,926	13,932	12,571	11,746	11,840	10,853	10,121	9,307	9,747	9,209	7,886	134,768	11,231
Spanish	3	5	1	10	4	1	1	2	2	3	0	7	39	3
Speech Imp.	44	0	0	0	0	1	0	0	0	0	0	0	45	4
TOTAL OF ALL TTY/TC Calls	20,975	20,577	19,751	19,174	17,586	18,126	16,955	17,024	15,012	16,136	15,637	13,518	210,471	17,539
ASCII	44	15	22	11	25	15	11	15	4	26	18	15	221	18
Spanish	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Speech Imp.	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Voice	11,877	14,299	15,871	14,803	12,438	14,086	16,173	19,378	15,382	21,676	18,320	16,108	190,411	15,868
Spanish	3	62	119	104	76	173	95	286	182	265	268	608	2,241	187
VCO	2,776	0	2,695	3,194	2,955	3,059	2,945	2,557	2,347	2,223	2,613	2,140	29,504	2,459
Spanish	0	0	0	0	0	1	0	0	0	0	0	0	1	0
HCO	2	41	0	0	2	5	10	3	9	0	18	16	106	9
Spanish	0	0	0	0	0	0	5	0	0	0	0	0	5	0
D/B ASCII & Spanish	8	8	8	0	0	1	2	0	3	19	3	9	61	5

OTRS FY2006 TRAFFIC REPORT

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL	Average
NUMBER OF CALLS BY FEATURES														
VCO-VCO	1	9	6	6	5	2	4	1	6	2	0	0	42	4
VCO-TTY	5	5	6	2	2	4	0	1	3	6	2	3	39	3
TTY-VCO	0	0	0	0	0	0	0	0	0	0	0	0	0	0
VCO-HCO	0	1	0	0	0	0	0	0	0	0	0	0	1	0
HCO-HCO	0	0	0	0	0	0	0	0	0	0	0	2	2	0
HCO-TTY	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY-HCO	0	0	0	0	0	0	0	1	0	0	0	0	1	0
HCO-VCO	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ans.Mach. Retrieval	4	2	2	1	2	3	5	6	7	2	3	1	38	3
PERCENTAGE OF CALLS														
TTY	20.48%	17.54%	15.17%	17.74%	17.67%	17.81%	16.90%	17.71%	17.41%	15.83%	17.53%	17.36%		17.43%
TC Calls	38.26%	36.76%	36.34%	33.85%	35.69%	33.56%	30.07%	25.97%	28.42%	24.17%	24.97%	24.36%		31.04%
ASCII	0.12%	0.04%	0.06%	0.03%	0.08%	0.04%	0.03%	0.04%	0.01%	0.06%	0.05%	0.05%		0.05%
Voice	33.34%	37.89%	41.70%	40.10%	37.88%	40.41%	45.06%	50.45%	47.52%	55.03%	51.13%	53.45%		44.50%
VCO	7.79%	7.82%	7.03%	8.59%	8.94%	8.67%	8.16%	6.56%	7.17%	5.51%	7.09%	6.61%		7.50%
HCO	0.01%	0.11%	0.00%	0.00%	0.01%	0.01%	0.03%	0.01%	0.03%	0.00%	5.00%	0.05%		0.44%
D/B ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.02%	0.01%	0.01%	0.10%	0.00%		0.01%
D/B Baudot	0.02%	0.02%	0.02%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.05%	0.00%	0.03%		0.01%
AVERAGE LENGTH OF WORK TIME														
Work Min. -Inbound	3.97	3.05	2.93	2.95	3.20	2.85	2.92	2.68	2.93	2.48	2.65	2.35		2.91
Set-up/Wrapup Min.- Inbound	0.50	0.50	0.48	0.49	0.49	0.47	0.45	0.46	0.47	0.45	0.46	0.45		0.47
Conversation Min. - Inbound	2.72	2.05	1.97	1.98	2.17	1.93	2.00	1.73	1.97	1.57	1.72	1.53		1.95
Work Min. - Outbound	4.08	4.15	4.18	4.20	4.15	4.07	4.02	3.72	3.97	3.32	3.53	3.73		3.93
Set-up/Wrapup Min. - Outbound	0.15	0.14	0.14	0.15	0.15	0.14	0.13	0.13	0.13	0.13	0.12	0.12		0.13
Conversation Min. - Outbound	2.80	2.78	2.83	2.82	2.82	2.75	2.75	2.40	2.67	2.10	2.30	2.42		2.62
AVERAGE LENGTH OF CALL BY DEVICE														
TTY	3.88	3.97	4.07	4.15	4.00	3.85	4.02	4.08	4.38	4.00	4.07	4.07		4.05
Spanish	0.00	0.00	0.00	0.00	2.17	0.00	0.00	5.10	0.00	0.35	3.80	14.07		2.12
Speech Imp.	0.00	0.00	2.75	0.00	4.88	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.64
Turbo Code	3.22	3.22	3.20	3.40	3.37	3.15	3.42	3.48	3.58	3.28	3.08	3.28		3.31
Spanish	2.87	2.95	0.50	0.02	0.72	23.22	56.03	2.13	4.78	8.12	0.00	3.55		8.74
Speech Imp.	7.52	0.00	0.00	0.00	0.00	3.67	0.00	0.00	0.00	0.00	0.00	0.00		0.93
ASCII	8.62	14.95	26.22	2.05	4.68	2.93	6.78	2.88	11.82	4.05	5.10	7.03		8.09
Spanish	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00
Speech Imp.	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00
VOICE	1.35	1.53	1.78	1.43	1.48	1.60	1.62	1.03	1.33	0.83	1.13	1.28		1.37
Spanish	0.70	0.73	0.52	0.00	0.43	0.48	0.42	0.83	0.40	0.43	0.37	0.37		0.47
VCO	4.20	4.22	4.28	0.00	3.92	4.28	3.90	3.95	3.65	3.75	3.40	3.78		3.61
Spanish	0.00	0.00	0.00	0.00	0.00	3.22	0.00	0.00	2.98	0.00	0.00	0.00		0.52
HCO	2.38	1.40	0.00	0.00	0.57	3.17	5.13	1.87	3.32	2.10	2.27	2.35		2.05
Speech Imp.	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.28		0.02
D/B ASCII	0.00	0.00	0.00	0.00	0.00	0.00	4.35	2.75	2.03	3.92	0.00	0.00		1.09
D/B Baudot	3.80	3.95	5.42	0.00	0.00	22.10	12.90	0.00	0.00	3.93	0.00	1.73		4.49

OTRS FY2006 TRAFFIC REPORT

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL	Average
NUMBER OF CALLS TO RELAY														
Offered	37,704	53,393	56,761	53,962	43,694	51,537	46,473	54,577	30,149	54,675	49,889	52,014	584,828	48,736
Answered	36,711	51,635	54,810	52,762	42,851	50,132	45,316	53,975	28,460	53,903	49,153	51,246	570,954	47,580
In Queue	37,704	53,393	56,761	53,962	43,694	51,537	46,473	54,577	30,149	54,675	49,889	52,014	584,828	48,736
Abandoned in Queue	993	1,758	1,951	1,200	843	2,405	1,157	602	1,689	772	736	768	14,874	1,240
Inbound	36,711	51,635	54,810	52,762	42,851	50,132	49,707	53,975	44,333	53,903	49,153	51,246	591,218	49,268
Outbound	47,798	63,375	66,626	64,533	53,097	61,118	61,245	65,246	53,699	66,013	61,101	60,898	724,749	60,396
Completed Calls	27,920	29,703	30,449	29,053	25,826	27,252	28,230	30,915	25,617	32,355	28,618	25,482	341,420	28,452
Blockage	0	0	0	0	1	0	0	0	0	0	0	0	1	0
SVL	92%	90%	90%	89%	92%	91%	90%	90%	91%	90%	90%	92%		91%
ASA	3.0	3.0	3.1	3.2	2.6	3.3	3.2	2.7	3.0	2.6	2.7	2.3		2.9
CUSTOMER CONTACTS														
Complaints	4	5	12	5	3	2	3	1	5	4	8	3	55	5
Commendations	1	1	0	1	1	0	1	1	0	0	0	0	7	1
Inquiries	80	129	125	145	82	97	107	100	120	113	151	155	1,404	117
TOTAL	**85**	**135**	**137**	**151**	**86**	**100**	**110**	**102**	**126**	**117**	**159**	**158**	**1,466**	122
CAPTEL SERVICE														
TOTAL NUMBERS OF PHONE														
	240	248	264	276	284	300	341	367	345	361	369	366	3,761	313
TOTAL NUMBERS OF CALLS														
CapTel In	12,302	13,382	12,045	13,108	14,333	14,549	15,090	15,475	12,575	13,816	15,044	14,599	166,318	13,860
Voice In	1,749	2,051	1,731	1,986	1,917	2,170	2,150	2,028	1,927	2,032	2,320	2,104	24,165	2,014
MINUTES OF CAPTEL SERVICE														
Total Session Minutes	43,084	48,937	45,159	51,736	54,525	55,827	57,507	54,888	45,965	50,798	52,711	48,608	609,745	50,812
Total Conversation Minutes	36,914	41,977	39,067	45,167	47,517	48,529	49,778	47,288	39,468	43,671	45,006	41,125	525,507	43,792
AVERAGE MINUTES														
Session Minutes	3.38	4.65	2.95	3.03	3.61	3.03	2.96	2.83	3.80	3.30	2.75	2.56	39	4
Conversation Minutes	3.02	4.30	2.61	2.69	3.27	2.70	2.62	2.50	3.46	2.90	2.38	2.19	35	4
CUSTOMER CONTACTS														
Complaints	0	1	1	4	0	1	2	0	1	0	0	0	10	1
Commendations	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**0**	**1**	**1**	**4**	**0**	**1**	**2**	**0**	**1**	**0**	**0**	**0**	**10**	**1**
FY2005-2006														
Forecasted TRS Billable	140,000	140,000	140,000	140,000	140,000	140,000	140,000	140,000	140,000	140,000	140,000	140,000	1,680,000	140,000
Actual Billable Minutes	83,279	88,954	92,131	87,072	77,675	81,009	83,951	77,077	72,983	70,126	71,160	65,669	951,086	79,257
Difference + or -	**(56,721)**	**(51,046)**	**(47,869)**	**(52,928)**	**(62,325)**	**(58,991)**	**(56,049)**	**(62,923)**	**(67,017)**	**(69,874)**	**(68,840)**	**(74,331)**	**(728,914)**	**-60,743**

Taste of Technology Evaluation Summary

Total Number of Evaluations: 87

Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
1. Overall, how would you rate the Taste of Technology Seminar?	41	20	4	2	0
2. How would you rate the presentations, especially the keynote speaker?	37	26	1	0	0
3. How do you rate the rotation group experience?	32	25	24	5	1
4. How would you rate the accessibility of the conference (i.e., CART, interpreters)	41	13	6	3	1
5. How would you rate the location?	37	19	2	4	0

6. What types of technology (or other information) did you find beneficial?

All info: 10 CapTel: 14 Sprint: 17 NW Access: 6 WOU: 6
TDAP: 3 OTAP: 3 OTRS: 3 NWADA: 3

7. Was there anything you felt could have improved the Taste of Technology Seminar?

- Information about cell phones for hard of hearing people
- Sorenson and T-Mobile products
- TOT (Taste of Technology) should be an annual event!
- Need bags for toting information
- More exhibit booths
- More time to network with other people
- Quiet/Separate rooms - some of the presentations were noisy and distracted from other presentations
- Handouts and visual information
- Better labeling of stations
- Looped room for use with ALDs
- More information on Cochlear Implants
- VRS demonstrations should be provided!
- Train the hotel staff to be more sensitive to people with disabilities - some of the staff were rude and unhelpful
- Mix deaf, hard of hearing and hearing people in groups more
- Not enough FM receivers, and some of them did not work
- Shorter sessions might be better
- More marketing efforts - one person did not hear of the seminar until after the deadline for registrations
- More space for wheelchair accessibility
- More interpreters to ask deaf presenters questions in between presentations

Other comments:

- Great presentation! It was worth getting up at dawn to attend!
- This event has really opened my eyes!
- I wish Sprint/PUC had the money to host this event every year!
- The keynote speaker - Damara Paris - did a fabulous job!
- Keynote speaker was impressive - great powerpoint presentation, great humor!
- It was great seeing deaf presenters sign for the entire presentation
- Great job coordinating this event Sprint Nextel!
- Great interpreting and CART services
- Great food!
- The rotation really helped us get up and stretch in between presentations